

Property Maintenance Transfer Cases Codes & Regulations

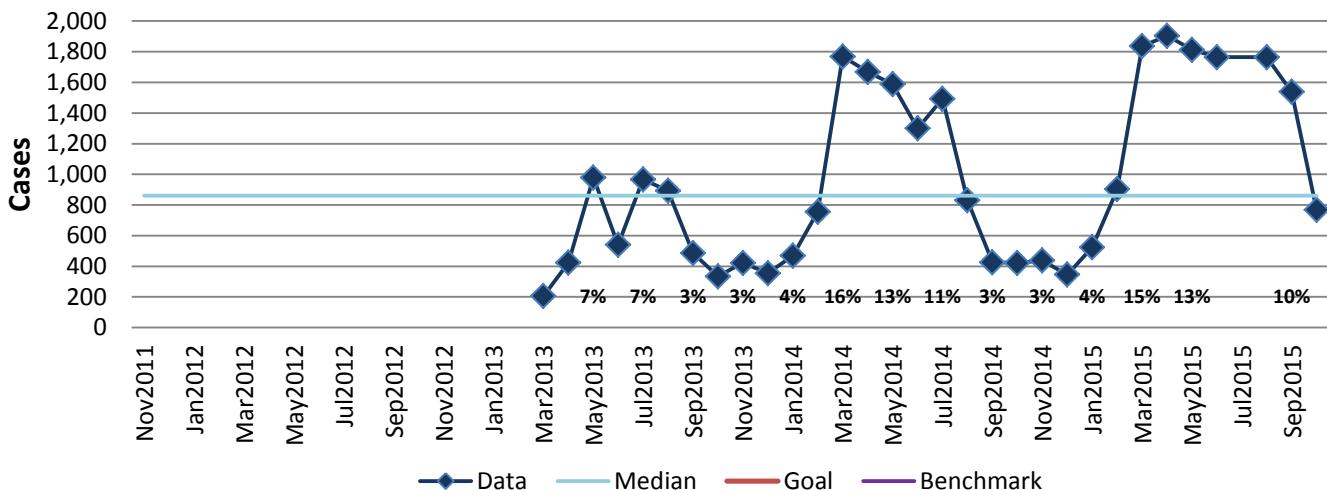


KPI Owner: Wesley Barbour, Philip Crowe, Dennis Martin

Process: Property Maintenance

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: FY 2014 803 Transfer Cases Per Month		Data Source: Hansen	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal		
Goal: N/A Input		Goal Source: N/A	Measurement Method: The number of transfer cases on already open cases		
Benchmark: N/A		Benchmark Source: N/A	Why Measure: Measure the quantity of cases that must be reinspected prior to the inspection due date due to another citizen call on an already in process property.		
How Are We Doing?					
Nov2014-Oct2015 12 Month Goal	Nov2014-Oct2015 12 Month Actual		Oct2015 Goal	Oct2015 Actual	
N/A	15,409		N/A	767	
Cases	Cases		Cases	Cases	

Property Maintenance Transfer Cases



Root cause analysis is not applicable for an input/demand for service measure.